Editorial Services

Operating Partner Location(s)

NCS Pearson Arlington, VA Cedar Rapids, IA Iowa City, IA Annual Call Volume (4/00-3/01)
Annual email Volume (4/00-3/01)
Annual Fax Volume (4/00-3/01)
Annual Written Corr. Volume (4/00-3/01)
Annual Web Volume (4/00-3/01)
Annual "Other" Volume (4/00-3/01)

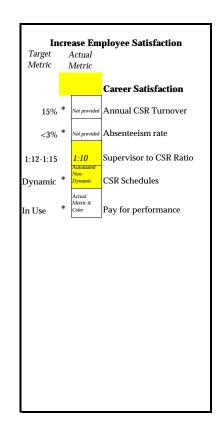
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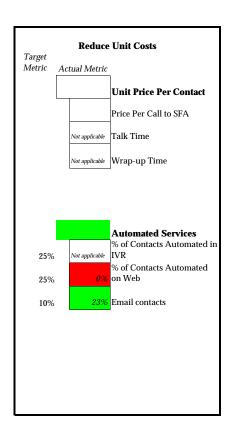
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167 (Outbound Calls)

Contract Price to SFA

Increase Customer Satsifaction		
Target	Actual	
Metric	Metric	
		First Impression of SFA
15-20 sec	Not applicable	Avg. Speed of Answer
0%	Not applicable	Calls Blocked
Actual	127,903	Calls Received
98%	Not applicable	Calls Answered
<2%	Not applicable	Calls Abandoned
	Not applicable	% of IVR "zero outs"
		Resolution of Inquiry
100%	N/A	Use of Warm Hand-Offs
85%	100%	% Resolved on 1st Contact
100%	Not applicable	After-hours call-handling system
IVR		
Menus	CSRs	Availability of Spanish
and CSRs	only	Services





is not available to the Consistent Answers Team; however, for a

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